



Government of Ghana

Right to Information Manual

GHANA POST COMPANY LIMITED (GPCL)

2025

Table of Contents

Table of Contents.....	i
1. Overview.....	1
2. Directorates and Departments under <Insert Name of Institution (acronym)> ..	2
2.1 Description of Activities of each Directorate and Department	3
2.2 Ghana Post Company Limited's Organogram.....	15
2.3 AGENCIES UNDER Ghana Post Company Limited (Where applicable) ..	Error!
Bookmark not defined.	
2.4 Classes and Types of information.....	16
3. Procedure in Applying and Processing Requests	17
3.1 The Application Process	17
3.2 Processing the Application.....	18
3.3 Response to Applicants	19
4. Amendment of Personal Record	20
4.1 How to apply for an Amendment.....	20
5. Appendix A: Standard RTI Request Form	22
6. Appendix B: Contact Details of <insert acronym of institution>'s Information Unit.....	25
7. Appendix C: Acronyms	26
8. Appendix D: Glossary	27

1. Overview

This Right to Information (RTI) Manual is pursuant to the provisions of the recently passed Act, (Act 989) by Parliament and assented to by the President, Nana Addo Dankwa Akuffo-Addo. The Act gives substance to the constitutional right to information provided under Article 21 (1) (f) of the Constitution, enabling citizens access to official information held by government institutions, and the qualifications and conditions under which the access may be obtained. In accordance with Section 80, the Act applies to information which came into existence before, or which will come into existence after the commencement of the Act.

- **1.1 Purpose of Manual** –. To inform/assist the public on the organizational structure, responsibilities and activities of the Ghana Post Company Limited and provide the types of information and classes of information available at GPCL, including the location and contact details of its Information Officers and units.

2. Directorates and Departments under Ghana Post Company Limited(GPCL)

This section describes the institution's vision and mission and lists the names of all Directorates and Departments under the institution, including the description of organizational structure, responsibilities, details of activities and classes and types of information accessible at a fee.

VISION

To make Ghana Post a commercially focused and compliance-driven organization

MISSION

To provide promote, efficient, reliable and secure communication and financial services to domestic and foreign customers for profit

Directorates and Departments under Ghana Post Company Limited (GPCL)
Division <ol style="list-style-type: none"> 1. Managing Director 2. Finance and Administration 3. Commercial 4. Operations
Departments <ol style="list-style-type: none"> 5. Finance Department 6. Audit and Compliance 7. HR and A 8. Customer Service Department 9. Procurement Department 10. Operations 11. Commercial & Business Development

2.1 Description of Activities of each Directorate and Department

Directorate/Department	Responsibilities/Activities
Structure and Administration	<p>Ghana Post is a Postal and Courier company that is an Agency under Ministry of Communication Digital Technology and Innovations. The company is controlled by Board of Directors and under the Board of</p> <p>Directors, we have the Managing Director. The company has three divisions namely Finance and Administration, Commercial and Operations, nine departments, twenty-nine units and thirty sections.</p>
Managing Director's Secretariat	<p>The Secretariat is Headed by the Managing Director and he is responsible for providing overall direction and leadership for the company, making major corporate decisions, serving as the public face of the company, managing the company's finances, overseeing the work of other management members company and focusing on the growth and profitability of the company.</p>
Finance and Administration Division	<p>This Division is headed by the Deputy Managing Director (DMD / F & A). It is primarily concerned with the smooth profitable management of the company on sound commercial principles and practices.</p> <p>The DMD / F & A is responsible for the internal finances and human resource tasks of the company. The role requires a combination of strong financial and administrative solution, operations skills with strong financial planning and</p>

	business development and processes streamlining background.
Human Resources and Administration	<p>The Human Resource and Administration owns, coordinates and manages human resource-related functions for the company. This includes talent management, promotions, performance appraisal, staff record management, medical services, employee engagement, compensation and reward, HR service delivery, training and development, and all people strategies adopted by the business to deliver on its agenda</p> <p>a. Human Resource Business partner:</p> <p>This unit works with the GM/ HR&A, cluster heads and the leadership team of the Company to deliver and achieve business goals through the execution of the People Agenda.</p> <p>Responsible for generalist HR support to the Cluster in accordance with the HR plan, policies and procedures and act as a liaison between the Cluster and the HR function.</p> <p>b. Organizational Effectiveness: Talent Management& Training:</p> <p>This unit provide support to the Company by developing strategies, processes, programs, and tools for improving organizational effectiveness, people capabilities, employee engagement and employee motivation.</p> <p>c. Head Payroll & HRBP SE and HR HR Services & HRBP SW</p> <p>This unit ensures smooth and accurate running of Payroll by checking to make sure the Sippay (SAGE 300) is working efficiently. To deliver and achieve business goals through the execution of the People Agenda to deliver the objectives of the business.</p> <p>d. Medical (Clinic): This unit is solely responsible for essential health care to employees, dependents and the public at large as well as ensuring the smooth and efficient running of the facility.</p>

<p>Finance Management and Account Department</p>	<p>Finance Management Account Department</p> <p>This department is headed by a General Manager and its primary function is to plan, organize and co-ordinate the operations of all accounting schedules in the department</p> <p>to ensure their prompt integration into the Final Accounts. The General Manager also organizes the preparation of yearly budgets, taking into consideration the Corporate Plan, for the consideration of Management and The Board of Directors.</p> <p>a- Management Account: responsible for monthly management reporting, product costing & profitability analysis, IPSAS</p> <p>reporting to CAGD and other stakeholders, etc. b- Cash Account: weekly & monthly reconciliation of revenue and cash generated on post office level.</p> <p>a. Finance Control Department:</p> <p>This Department is headed by a General Manager and oversee the day-to-day accounting functions, integration of finance operations, forecasting, budgeting, handling tax matters, preparing financial reports, and ensuring the financial stability of the Organization.</p> <p>b. Treasury: The primary responsibility of this unit is to ensure effective planning, organizing, and controlling of cash assets to meet the Company's financial objectives.</p> <p>c. Final Accounts: responsible for overseeing asset verification exercises and the reconciliation of physical verification results with the fixed asset register.</p> <p>d. Head International Accounts: This unit coordinate the preparation of International/General Accounts and reconcile with other Postal Administration.</p>

	<p>e. Credit Control: This unit collect debts from the debtors of the company and do reconciliations with the clients. Also, to assess and review new credit request.</p>
Head/Estate	<p>a. Estates & Property Unit: This unit plans, organizes and ensures the effective implementation of Company's policies for the acquisition, management, development, maintenance, and disposal of its properties. In addition, the role holder drives the projects and partnerships portfolio in the Company.</p>
Operations Division	<p>The Operations Division manage the Clusters, EMS and Quality Management, Operations and Technical and Transport which are headed by General Manger with the exception of Clusters. The hierarchical reporting from down to up to the Cluster level are frontline officer, Postmasters, District manager, Regional Head who reports to the Cluster.</p> <ul style="list-style-type: none"> • Mails & Coordination: This unit has five sections namely Transshipment (Air Mail Unit) Office of Exchange, Foreign Section, Air Section and Return Letter Office. • Transshipment: It is the gateway for international mails (Outbound and Inbound). • Air Section: he mails which requires further processing are forwarded to

	<p>the appropriate units to be worked on.</p> <ul style="list-style-type: none"> • Bulk Mail: It is a specialized mail unit for processing high volumes from corporate institutions, organizations, etc. that needs much processing time for smooth dispatches and delivery. • Parcels: This unit provides haulage services nationwide for individuals and institutions. • Speed link: This unit provides same day delivery services for individuals and corporate institutions in a timely manner. • PLB and Delivery Services: Is responsible for planning and execution of strategies to drive revenue growth and exceed customers' satisfaction by ensuring timely billing of customers, on time delivery of mails, maintenance of Letter Boxes and Receptacles and service expansion. It liaises with other stakeholders for effective coordination of all letter boxes and receptacle related businesses. • EMS and Quality Management: The department ensures that mail delivery is expedited in a timely manner and maintaining high value, service and quality for our customers. • Quality Management: To undertake effective internal control measures to ensure that all international and domestic operational procedures, regulations and laid down policies are properly executed in all Post Offices. The unit is also responsible for planning, checking, controlling, and monitoring quality issues in all operational areas
--	--

	<p>to ensure adherence to total quality management practices in the organization.</p> <ul style="list-style-type: none"> • EMS: The unit is primarily the courier wing of Ghana Post concerned with the management of the speedy and timely operations for inbound and outbound, and other Postal Administrations coordination. • Transport & Technical Service Department: The unit plans, organize and ensures that the Company's fleet of vehicles (Cars, Motorbikes, Tricycles) remains constantly operational for the effective transmission of mails, parcels, physical movement and administrative services nationwide to undertake effective measures to ensure that all the Company's weighing scales, stamps cancelling machines and telephones are in good working conditions. • Technical: To undertake effective measures to ensure that all the Company's weighing scales, scanner telephones and all other equipment's are in good working conditions. • Transport: To plan, organize and ensure that the Company's fleet of vehicles remain constantly operational.
<p>Legal & Investigation and Security</p>	<p>The Department is responsible for providing legal advice and managing the legal function of Ghana Post Company Limited in compliance with the Ministry of Communication, Digital Technology and Innovations. Mandate and relevant laws of Ghana,</p>

	<p>Scope of operation includes development of regulatory policy and monitoring performance standards prescribed for postal services; and advising the executives on the realization of statutory mandates. The Department is headed by the Company Solicitor (General Manager/Legal).</p> <ul style="list-style-type: none"> • Legal: This Unit ensures that the Company's interests are protected legally in all transactions and agreements as well as providing legal representation on behalf of the company in court proceedings. • Investigations and Security: To ensure that all cases of theft, fraud and other malpractices are Properly investigated and dealt with as well as safeguarding the security and safety of the company's properties. • Board Secretariat: This Unit provide strategic communication and guidance to board members collectively and individually with respect to their duties and responsibilities and ensure the Company complies with regulations and all relevant statutory laws governing the board of directors.
<p>Audit & Compliance</p>	<p>The Audit and Compliance Department plays a critical role in ensuring that an organization operates with integrity, efficiency, and adherence to relevant laws, regulations, and internal policies. Below are the key responsibilities typically assigned to this department:</p> <ul style="list-style-type: none"> • Conduct regular and risk-based audits across departments and operations. • Evaluate the adequacy and effectiveness of internal controls, risk management, and governance processes. • Provide assurance on financial reporting accuracy and operational compliance.

	<ul style="list-style-type: none">• Ensure that the organization complies with applicable laws, regulations, and industry standards.• Review and assess processes related to mail handling, sorting, tracking, and delivery.• Ensure compliance with operational standards, service level agreements (SLAs), and customer service protocols.• Audit performance metrics such as delivery timelines, loss/damage reports, and customer complaints.• Ensure that customer data, tracking information, and sensitive delivery records are securely handled and protected.• Audit IT systems and digital platforms to confirm data protection controls are in place.• Conduct regular audits of billing, pricing, and revenue collection systems to prevent fraud, under billing, or leakage.• Verify correct application of tariffs and surcharges, especially for express and international parcels.• Monitor changes in regulatory requirements and communicate necessary updates to management.• Liaise with regulatory bodies and prepare for external audits and inspections.• Identify, assess, and monitor organizational risks, including financial, operational, compliance, and reputational risks.• Recommend mitigation strategies and follow up on implementation of risk treatment plans.• Audit performance and manage third Party risk.• Develop, review, and update internal policies and procedures to ensure compliance and operational efficiency.
--	--

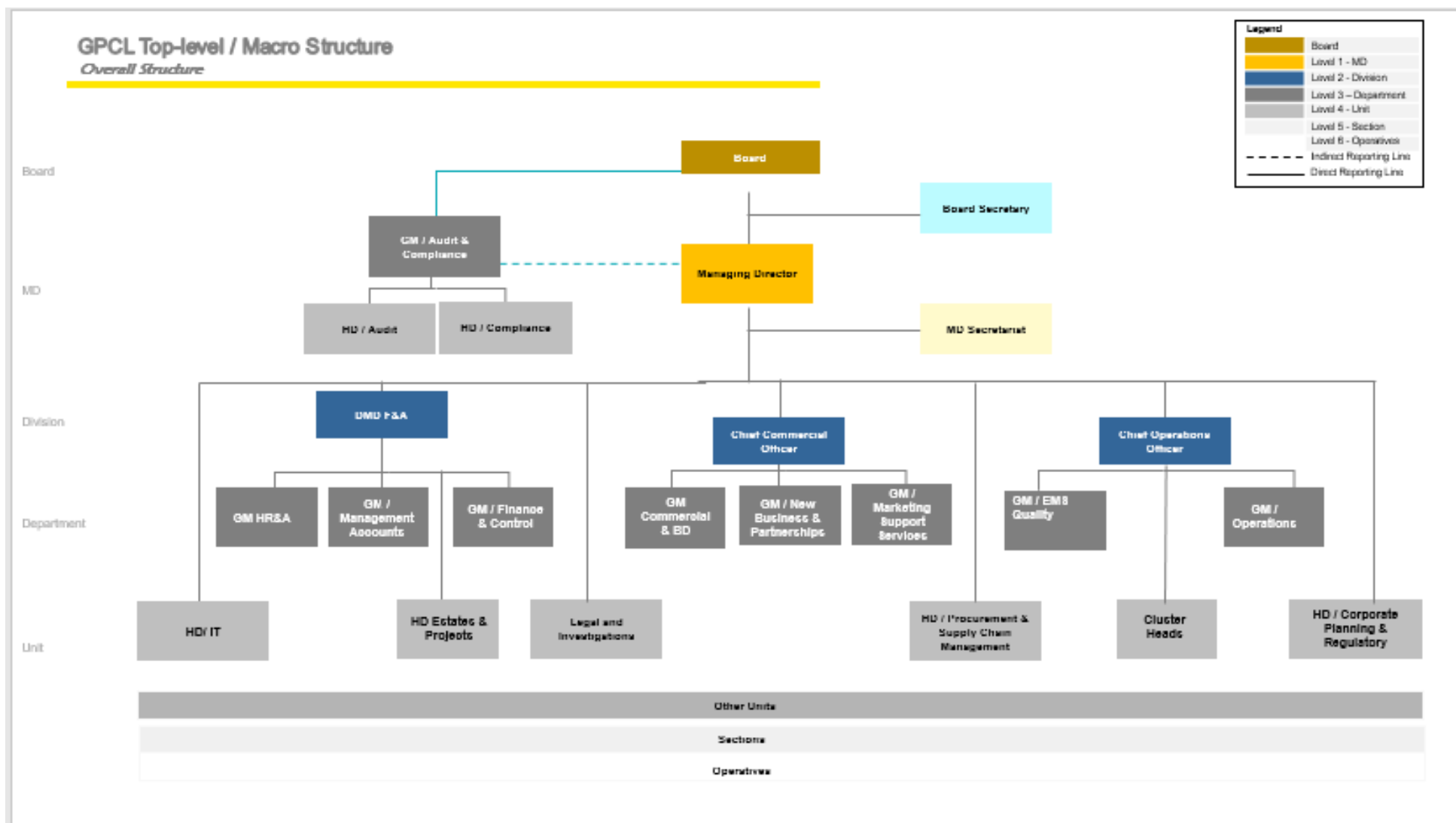
	<ul style="list-style-type: none"> • Ensure staff awareness and adherence to these policies through training and monitoring. • Establish systems and controls to prevent, detect, and investigate fraud or misconduct. • Conduct forensic audits and investigations when irregularities are suspected or reported. • Track and report on the implementation of audit recommendations and compliance issues. • Provide regular training to staff on compliance issues, ethical conduct, and risk awareness. • Foster a culture of accountability and compliance throughout the organization. • Manage secure and confidential channels for whistleblower reports. • Ensure that complaints and allegations are investigated fairly and without retaliation.
Corporate Planning	This unit prepares the Company's corporate plan and ensures the implementation, monitoring, regular revision, and tracking of its overall progress and achievements.
Information Technology	<p>The Information Communication Technology (ICT) unit is responsible for the planning and management of the overall ICT infrastructure design, application of ICT systems, provision of corporate ICT training and maintenance of network security and standards for the company's business operations at the Head Office, Regional Offices and branch networks.</p> <p>ICT Business Systems: This section conducts assessment of IT business needs and solicit</p>

	<p>systems enhancement requirements from end users and convert requests from both into workable solutions to make processes more efficient and employees more productive.</p> <p>ICT Asset Management: To oversee the daily and long-term strategic management of software and technology-related hardware.</p> <p>ICT Infrastructure Services: This section plans, organizes, and manage IT infrastructure resources to ensure stable and secure network communications, d</p> <p>ICT Support: This section analyzes, design, install, and maintain IT systems and applications. data storage, and functioning server platforms.</p>
<p>Procurement and Supply Chain Management</p>	<p>Procurement and supply chain management: This unit is responsible for planning, directing and managing the procurement function of Ghana Post Company Limited, in accordance with approved policies/procedures and regulatory requirements in order to optimize procurement of works, goods and services. Also responsible for providing procurement advice and support to Management.</p>
<p>Commercial Division</p>	<p>This Division ensures the integrated commercial and business success of the Company through a combination of strong technical solutions, solid marketing, and business development that enable the company to achieve its long-term objectives. It is headed by the Chief Commercial Officer.</p>
<p>Customer Service</p>	<p>The Department identifies and resolve service issues, enhance customer experience, foster relationships with customers and ensure customer satisfaction in order to obtain customer loyalty.</p>
<p>Commercial & Business Development</p>	<p>The Department develop and implement comprehensive commercial strategies to boost the Company's revenue base. It also identifies sales leads, and pitch products, services to prospective clients. The Department again work to obtain better brand recognition and financial growth for the company and coordinate with the sales &</p>

Marketing	<p>marketing professionals to review current market trends to propose new business ideas that can improve revenue margins.</p> <p>The unit develops, implements, and executes strategic marketing plans for the Company to attract potential customers and retain existing ones.</p>
E-commerce	<p>They manage the development and maintenance of online stores and formulate and implement new marketing strategies based on the review of business analytics.</p>
Corporate Communications	<p>This Unit creates and maintain a favorable public image of the Company (Co-ordinate all public relations activities of the Company).</p>
Financial Services	<p>This unit plans, organize and co-ordinate activities involving financial services such as E-Payment, Agency Banking, Post Assurance and Remittance of the Company. It also provides advice to the Chief Operating Officer, on all financial services being operated by the company.</p>
International Affairs & Customs Operations	<p>The Unit liaise and coordinate with Universal Postal Union and other Postal Administration. Also monitor the affairs of the Universal Postal Union and report on same to the Company. The Unit oversees the operations of the Customs Operational activities and execute the general customs management strategy of the business.</p> <p>The Executive Staff in the Company Currently includes the Managing Director, the Deputy</p>

Executive/Key Staff	Managing Director in-charge of Finance and Administration and the Chief Commercial Officer. Whilst the other Key Staff includes the Departmental Heads, Unit Heads, Cluster Heads, Regional Heads and the Director of Post position.

2.2 Ghana Post Company Limited's Organogram



2.4 Classes and Types of information

List of various classes of information in the custody of the institution:
--

- | |
|--|
| <ol style="list-style-type: none">1. Human Resources and Administration2. Finance3. Operations4. Ems and Quality Management5. Audit6. Transport7. Commercial8. Legal9. Procurement |
|--|

Types of Information Accessible at a fee:
--

The cost of the reproduction of the information listed above will be borne by Applicant.
--

3. Procedure in Applying and Processing Requests

Section 18 of the RTI Act provides specific guidelines for application for access to information kept by a public institution. It is thus important that request for information be made in accordance with provisions under this section. The Information Officer or a designated officer is responsible for dealing with applications made to the [Ghana Post Company Limited](#). To requests for information under the RTI Act from the [Ghana Post Company Limited](#), applicants are to follow these basic procedures:

3.1 The Application Process

- a. Application by any person or organization who seeks access to information in the custody of [Ghana Post Company Limited](#) must be made in writing, using the standard RTI Application Form. (**See Appendix A for the Standard RTI Application Form**). A copy of the form can be downloaded or completed and submitted electronically on the [Ghana Post Company Limited](#)'s official website or the Ministry of Information website.
- b. In making the request, the following information must be provided:
 - Date of the Application.
 - Name of the applicant or the person on whose behalf an application is being made.
 - Name of the organization represented by the applicant.
 - Available contact details of the applicant or address of the person/organization on whose behalf an application is being made (Telephone Number, Email, Postal Address, Fax).
 - Brief description of information being sought. (Applicant are to specify the class and type of information including cover dates).
 - Payment of relevant fee if applicable.
 - Signature/ thumbprint.
- c. Provision of identification

The applicant must present at least one (1) of the following valid identification cards (IDs) to serve as proof of identity:

 - Driver's License.
 - Passport.
 - National ID.
 - Voter's ID.
- d. The applicant should state the format of information being requested and the mode of transmission. Example (do you need certified true copy, normal photocopy or

electronic copies. Would you want to receive it through a postal address, e-mail, courier services, fax etc.?)

- e. Where an applicant cannot write due to illiteracy or a disability, he/she may make the request orally. However, oral request must conform to the following guidelines;
- The Information Officer must reduce the oral request into writing and give a copy of the written request as recorded for the applicant to authenticate. (s. 18) (3).
 - The Information Officer shall clearly and correctly read and explain the written request to the understanding of the applicant.
 - A witness must endorse the face of the request with the writing; *“the request was read to the applicant in the language the applicant understand and the applicant appeared to have understood the content of the request.”*
 - The applicant must then make a thumbprint or mark on the request.

3.2 Processing the Application

- Applications would be treated on a priority basis. The Information Officer is responsible for handling requests to ensure that statutory deadlines are met.
- He reviews and identify which part is exempt based on Section 5 to 16 of the RTI Act and determines which of the units in the institution have the records or is responsible for the subject matter of the request.
- Provision is made under section 20 for the transfer of an application within a period of not more than ten days of receipt where the public institution to which the application was initially made is unable to deal with the application. In such situations, applicants would be notified accordingly with the reasons and dates of transfer.
- For information readily available in official publications, the Information Officer shall direct the applicant to the institution having custody of that publication and notify the public institution of the request. (s.21).
- If a requested information is not readily accessible, the estimated time it will take to search for the information would be communicated to the applicant.

3.3 Response to Applicants

a. The Information Officer is required under section 23 of the RTI Act to notify applicants within fourteen (14) days from the date of receipt. Applicant should however note that the time limit does not apply to applications transferred to another public institution or which has been refused due to failure to pay prescribed deposit or fee. (s.23)

(6). The notice should state:

- Whether or not full access to the requested information will be granted or only a part can be given and the reason.
- The format and mode of the access.
- The expected publication or submission day of the information in the case of a deferred access.
- The prescribed fee (s.24).

b. The Information Officer can request an extension to the deadline if:

- Information requested is voluminous.
- It is necessary to search through a large number of records.
- The information has to be gathered from more than one source.
- Consultation with someone outside the institution is required.

c. The Information Officer would in such situations notify applicants of an extension as well as the period and reason for the extension. An extension should not be more than seven days.

d. In giving applicants access to information, the applicant would be given the opportunity to inspect the information or receive a copy physically or any other form required such as electronic, magnetic, optical or otherwise, including a computer print-out, various computer storage devices and web portals.

- Where access cannot be given in the form specified by the applicant, access can be given in some other form. In such cases, the applicant shall be provided with a reason why access cannot be given in the specified form.

4. Amendment of Personal Record

A person given access to information contained in records of a public institution may apply for an amendment of the information if the information represents the personal records of that person and in the person's opinion, the information is incorrect, misleading, incomplete or out of date.

4.1 How to apply for an Amendment

- a. The application should be in writing indicating;
 - Name and proof of identity.
 - Particulars that will enable the records of the public institution identify the applicant.
 - The incorrect, misleading, incomplete or the out of date information in the record.
 - Signature of the applicant.
- b. For incomplete information claimed or out of date records, the application should be accompanied with the relevant information which the applicant considers necessary to complete the records.
- c. The address to which a notice shall be sent should be indicated.
- d. The application can then be submitted at the office of the public institution.
- e. A statutory declaration must be attached.

5. Fees and Charges for Access to Information

The Act mandates Parliament in Section 75 to approve a fee that public institutions can charge. However, fees shall apply to only the three circumstances stated below:

- Request for information in a language other than the language in which the information is held. (s.75) (3).
- When request is made for a written transcript of the information, the information officer may request a reasonable transcription cost. (s.75) (4).
- Cost of media conversion or reformatting. (s.75) (5).

Under Section 75 (2), fees are not payable for:

- reproduction of personal information
- information in the public interest
- information that should be provided within stipulated time under the Act
- an applicant who is poor or has a disability
- time spent by the information officer to examine and ensure the information is not exempt
- preparing the information

6. Appendix A: Standard RTI Request Form

[Reference No.:]

APPLICATION FOR ACCESS TO INFORMATION UNDER THE RIGHT TO INFORMATION ACT, 2019 (ACT 989)



1.	Name of Applicant:				
2.	Date:				
3.	Public Institution:				
4.	Date of Birth:	DD	MM	YYYY	
5.	Type of Applicant:	Individual <input type="checkbox"/> Organization/Institution <input type="checkbox"/>			
6.	Tax Identification Number				
7.	If Represented, Name of Person Being Represented:				
7 (a).	Capacity of Representative:				
8.	Type of Identification: <input type="checkbox"/> National ID Card <input type="checkbox"/> Passport <input type="checkbox"/> Voter's ID <input type="checkbox"/> Driver's License				
8 (a).	Id. No.:				
9.	Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):				

10.	Manner of Access:	<input type="checkbox"/> Inspection of Information <input type="checkbox"/> Copy of Information <input type="checkbox"/> Viewing / Listen <input type="checkbox"/> Written Transcript <input type="checkbox"/> Translated (specify language) <input type="text"/>
10 (a).	Form of Access:	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille
11.	Contact Details:	<input type="checkbox"/> Email Address _____ <input type="checkbox"/> Postal Address _____ <input type="checkbox"/> Tel: _____
12.	Applicant's signature/thumbprint:	
13.	Signature of Witness (where applicable) <i>"This request was read to the applicant in the language the applicant understands and the applicant appeared to have understood the content of the request."</i>	

7. Appendix B: Contact Details of GPCL's Information Unit

Name of Information/Designated Officer:

Millicent Yagtiba

Telephone/Mobile number of Information Unit:

0247134834

Postal Address of the institution:

No.7 Asafoatse Netley Road, G.P.O. Accra Central, (GA-183-8164)

8. Appendix C: Acronyms

Table 1 Acronyms

Acronym	Literal Translation
<i>GPCL</i>	<i>Ghana Post Company Limited</i>
<i>MD</i>	<i>Managing Director</i>
<i>DMD</i>	<i>Deputy Managing Director</i>
<i>CCO</i>	<i>Chief Commercial Officer</i>
<i>s.</i>	<i>section</i>
<i>MDA</i>	<i>Ministries, Departments and Agencies</i>
<i>MMDAs</i>	<i>Metropolitan, Municipal and District Assemblies</i>
<i>RTI</i>	<i>Right to Information</i>

9. Appendix D: Glossary

This Glossary presents clear and concise definitions for terms used in this manual that may be unfamiliar to readers listed in alphabetical order. Definitions for terms are based on section 84 of the RTI Act.

Table 2 Glossary

Term	Definition
<i>Access</i>	<i>Right to Information</i>
<i>Access to information</i>	<i>Right to obtain information from public institutions</i>
<i>Contact details</i>	<i>Information by which an applicant and an Information Officer may be contacted</i>
<i>Court</i>	<i>A court of competent jurisdiction</i>
<i>Designated officer</i>	<i>An officer designated for the purposes of the Act who perform similar role as the Information Officer</i>
<i>Exempt information</i>	<i>Information which falls within any of the exemptions specified in sections 5 to 16 of the Act</i>
<i>Function</i>	<i>Powers and duties</i>
<i>Government</i>	<i>Any authority by which the executive authority of the Republic of Ghana is duly exercised</i>
<i>Information</i>	<i>Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.</i>
<i>Information officer</i>	<i>The Information Officer of a public institution or the officer designated to whom an application is made</i>
<i>Public</i>	<i>Used throughout this document to refer to a person who requires and/or has acquired access to information.</i>
<i>Public institution</i>	<i>Includes a private institution or organization that receives public resources or provides a public function</i>
<i>Right to information</i>	<i>The right assigned to access information</i>
<i>Section</i>	<i>Different parts of the RTI Act</i>